JOIN THE
COMMUNITY CONVERSATION

What We Heard Report Presentation

April 18, 2024

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

LAND ACKNOWLEDGMENT

I respectfully acknowledge that we are meeting in service to those who live on the traditional and unceded territories of the Secwepemc.

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

COMMUNITY CONVERSATION - OVERVIEW

Monogram Communications held six sessions to share information with the community and gather feedback.

These were:

- Sorrento – March 7
- Celista – March 9
- Anglemont – March 10
- Quaaout Lodge – March 11
- Virtual – March 13
- Virtual – March 14

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

COMMUNITY CONVERSATION - OVERVIEW

Format and Conversations

- The sessions were well advertised through social media, traditional media and other methods. Word of mouth was also important, and we feel that a broad notification reach was achieved.
- The sessions were designed to be informative, informal and interactive. The first two in-person sessions allowed for participants to move around the room and have conversations with CSRD representatives at the ‘poster’ stations.
- The following two, in-person events allowed for CSRD team members to circulate amongst groups seated at tables.

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

COMMUNITY CONVERSATION - OVERVIEW

Format and Conversations

- In both circumstances, the team took detailed notes and listened closely to individuals.
- The virtual sessions were different. We had a presentation then two moderated breakout rooms.
- Of note, we had a dedicated webpage had a survey that was promoted and shared at all events.
- Learnings and information from the survey have been integrated into the What We Heard report.

OUR COMMITMENT

At all sessions, we committed to:

- Coming together in the spirit of community
- Sharing information openly and transparently
- Balancing time for sharing information and answering questions

We asked that all participants:

- Use respectful, people-first language
- Ask brief, genuine questions and allow space for answers
- Consider there may be people with different experiences present
- Understand the we cannot speak for other agencies

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

PARTICIPANTS

1. Communications - Tracy Hughes
2. Roles & Responsibilities – John MacLean & Derek Sutherland
3. Fire Services Representatives – Sean Coubrough & Len Youden
4. Personal Preparedness – Tom Hansen
5. Emergency Support Services – Cathy Semchuk
6. FireSmart Representatives – Sara Whelen & Sophie Randell

We thank and commend each of these individuals for exceptional grace under pressure, a willingness to admit mistakes, learn and be vulnerable.

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

WHY WAS THIS EXERCISE UNDERTAKEN?

Community Conversations: Why now?

CSRD applied and received for funding to do this. As soon as funding was in place, we got these events underway.

The goal of these conversations and this report was to hear from the community in time to implement some of the recommendations for this coming season.

Some of these recommendations follow.

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

What We Heard: COMMUNICATIONS

Recommendations & Action Areas

- More regular communication throughout the fire
- Consider daily updates even when status is status quo
- Review *Alertable* app for bugs and potential value adds
- Continue to work with media to enhance reporting
- Review and consolidate communication channels
- Consider having communications officers embedded in communities

CSRD continues to advocate for funding and resources for the upcoming wildfire season.

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

What We Heard: EMERGENCY SUPPORT SERVICES

Recommendations & Action Areas

- Work with communities throughout the year for Emergency Support Services (ESS), increase Neighbourhood Emergency Programs (NEPs) and host regular community connection meetings throughout the year
- Address issues about self or pre-registration with provincial program
- Work on remote ESS assistance protocols and information sharing
- Work more closely with First Nations to support leasehold landowners

What We Heard: FIRESMART AND PERSONAL PREPAREDNESS

Recommendations & Action Areas

- Provide emergency information annually (new and current)
  - continue to use community events to connect
  - host community workshops
- Review channels for outreach and consider diverse audiences
  - how to reach someone with no internet?
  - where are community hubs?

What We Heard: OPERATIONS AND FIRE SERVICES

Recommendations & Action Areas

- Organize garbage disposal and/or collection for those who might be cut off from services
- Address any overgrowth of CSRD-owned areas
- Lobby the province for wildfire mitigation work on Crown land
- Establish signage for alternate evacuation routes
- Engage with community to debrief and connect after every crisis and/or emergency
- Better communicate what services are available and unavailable during an evacuation Alert or Order
- Reassess levels of sharing about fire boundaries while working with other governments and First Nations to maximize coordination

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

POSITIVE OUTCOMES

- Hundreds of in-person engagement touchpoints and thousands of interactions online through the website and survey.
- Sign-ups for the NEP program, numerous new requests for FireSmart assessments.
- Honest and open dialogue with community members that resulted in new learnings for all team members.

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT

THANK YOU!

We appreciate the opportunity to be a part of this work.

monogram
COMMUNICATIONS

CSRD
COLUMBIA SHUSWAP REGIONAL DISTRICT